

CUSTOMER SUPPLY CENTER DISCREPANCY REPORT

1. TO: (Name of CSC)																			
2. AGENCY NAME/ADDRESS										3. PERSON TO CONTACT (Printed Name)									
										a. SIGNATURE									
										b. TITLE									
										c. TELEPHONE NO.					d. DATE				
4. ACTIVITY ADDRESS CODE					5. ACCESS CODE								6. TICKET NUMBER					7. TICKET DATE	
8. NATURE OF DISCREPANCY (Check or Item No. from Discrepancy Data, Block)																			
a. SHORTAGE										e. INCORRECT ITEM RECEIVED									
b. OVERAGE										f. INCORRECT ITEM ORDERED									
c. DAMAGE										g. TOO MUCH ORDERED									
d. LOST										h. OTHER (See remarks)									
9. DISCREPANCY DATA																			
ITEM	NSN					U/I		TICKET QUANTITY			QUANTITY RECEIVED			DISCREPANT QUANTITY			RETURN QUANTITY		
a	b					c		d			e			f			g		
1																			
2																			
3																			
4																			
10. REMEDIAL ACTION REQUESTED (Check or Item No. from Discrepancy Data Block)																			
a. ISSUE CREDIT										d. ISSUE RETURN AUTHORIZATION					g. OTHER				
b. ISSUE SHORTAGE QUANTITY										e. BILL OVERAGE									
c. ISSUE LOST QUANTITY										f. ITEM TO BE RETAINED/PLEASE BILL									
11. RETURNS					CARTON WEIGHT														
12. REMARKS																			

TO BE COMPLETED BY GSA			
REQUESTED ACTION APPROVED		REMARKS	
REQUESTED ACTION NOT APPROVED			
APPROVING OFFICIAL (Signature)			
SUPERVISOR, CSC		DATE	DIRECTOR, FEDERAL SUPPLY SERVICE BUREAU
OFFICE MANAGER, CSC		DATE	ASSISTANT REGIONAL ADMINISTRATOR, FSS
MANAGER, CSC		DATE	REGIONAL ADMINISTRATOR
GENERAL SERVICES ADMINISTRATION			

INSTRUCTIONS FOR COMPLETING GSA FORM 3580

Purpose. This form is to be initiated in an original and two copies by the Customer Supply Center (CSC) customer to report discrepancies in CSC shipments and to request authorization to return merchandise. Shipment discrepancies include but are not limited to shortages, overages, and lost and damaged shipments.

Completion. All entries are to be typed or printed in ink per the following guidelines. Customers are to complete the top half of the form (blocks 1 thru 12). GSA completes the bottom half of the form (blocks are not numbered).

1. **To (Name of CSC)** - Enter the city name of the CSC that issued the discrepant order.
2. **Agency Name/Address** - Self explanatory.
3. **Person to Contact (Printed Name)** - Enter the printed name of the individual GSA is to contact concerning discrepancy report entries.
 - a. **Signature** - Self-explanatory.
 - b. **Title** - Enter the official title within the agency.
 - c. **Telephone No.** - Self-explanatory.
 - d. **Date** - Enter the calendar date the discrepancy report is signed.
4. **Activity Address Code** - Enter the six-digit code on the ticket (packing slip).
5. **Access Code** - Enter the three-digit code required to place orders. Because the access code is a restricted code, it does not appear on the ticket.
6. **Ticket No.** - Enter the eight-digit code printed on the upper right of the ticket.
7. **Ticket Date** - Enter in month, day, and year format the calendar date printed on the top center of the ticket.
8. **Nature of Discrepancy** - Check the appropriate type of discrepancy being reported. If more than one NSN is being reported enter the item number instead of the checkmark.
 - a. **Shortage** - The received quantity is less than the ticket quantity.
 - b. **Overage** - The received quantity is greater than the ticket quantity.
 - c. **Damage** - The item is received in damaged condition.
 - d. **Lost** - The item was never received.
 - e. **Incorrect item received** - The item received does not appear on the ticket. Identify the NSN of the item received in the Discrepancy Data columns.
 - f. **Incorrect Item Ordered** - The agency wishes to return

the item received and printed on the ticket.

g. **Too Much Ordered** - The agency wishes to return some of the item received and printed on the ticket.

h. **Other** - Identify the discrepancy in the Remarks section.

9. **Discrepancy Data** - Provide the detailed data necessary for GSA to take corrective action on the discrepant items.

a. **Item** - This keys the NSN to a number and permits more than one NSN to be listed on the same report.

b. **NSN** - Enter the National Stock Number (NSN) received discrepant.

c. **U/I** - Enter the unit of issue appearing on the ticket. Leave blank if unknown.

d. **Ticket Quantity** - Enter the figure printed on the ticket under Quantity. Leave blank if the Incorrect Item Received block is checked.

e. **Quantity Received** - Self-explanatory.

f. **Discrepant Quantity** - Subtract the Ticket Quantity from the Quantity Received. A negative quantity indicates a shortage; a positive number indicates an overage.

g. **Return Quantity** - Self-explanatory.

10. **Remedial Action Requested** - Check the appropriate action for the NSN reported under Discrepancy Data.

a-f. Self-explanatory.

g. **Other** - If there is a remedial action other than that listed above, check this block and identify it in the Remarks section.

11. **Returns** - Enter the number of cartons to be returned in the Carton block and the weight per carton in the Weight block. Customers are to obtain the unit weight of items to be returned to the CSC from the picking ticket. Confirmation of picking ticket weights may be made by telephoning the CSC.

12. **Remarks (To be Completed by GSA)** - Enter any comments required to explain other entries on the report. Include the date that system and financial records are updated.

Distribution.

Original - To be retained by the CSC.

Copy 1 - To be sent to the CSC with the original then retained by the customer after it is returned by the CSC with approving signatures.

Copy 2 - To be retained by the customer as a suspense copy then destroyed upon receiving the approval copy.